



Urupare ki te Tonga

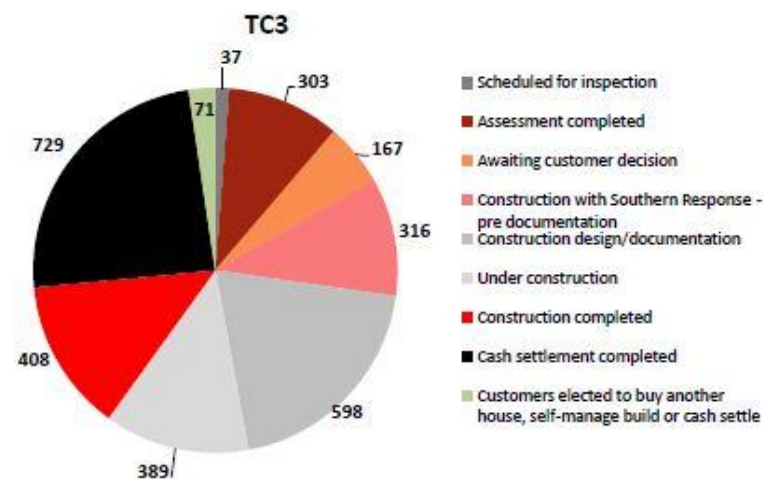
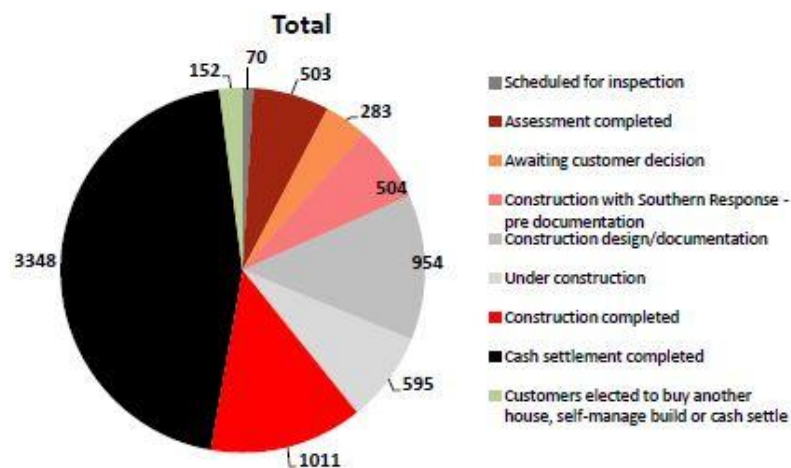
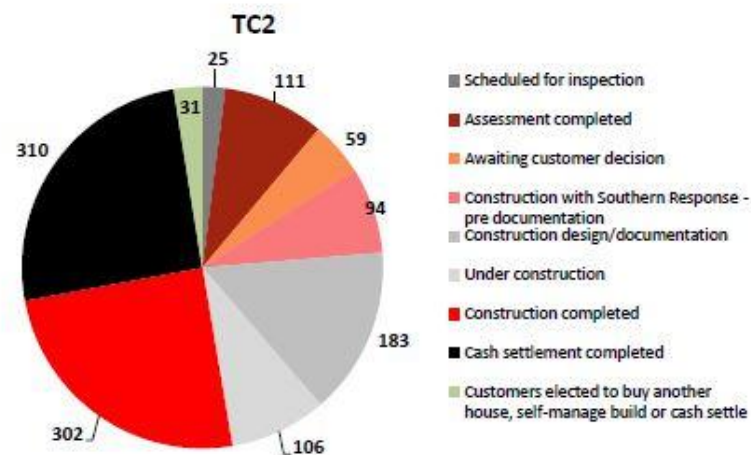
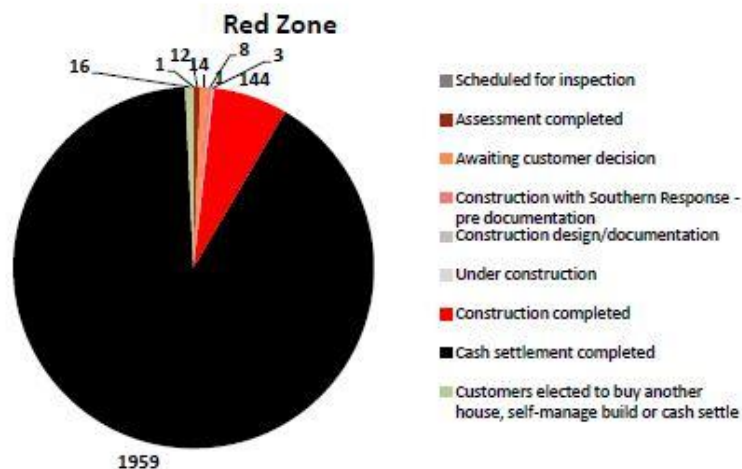
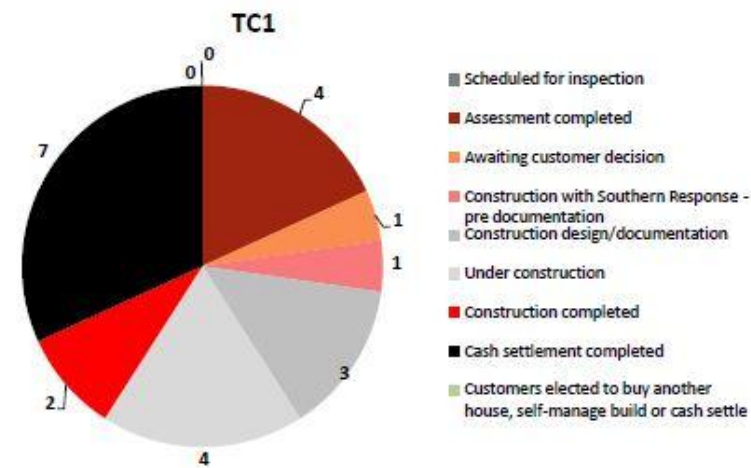
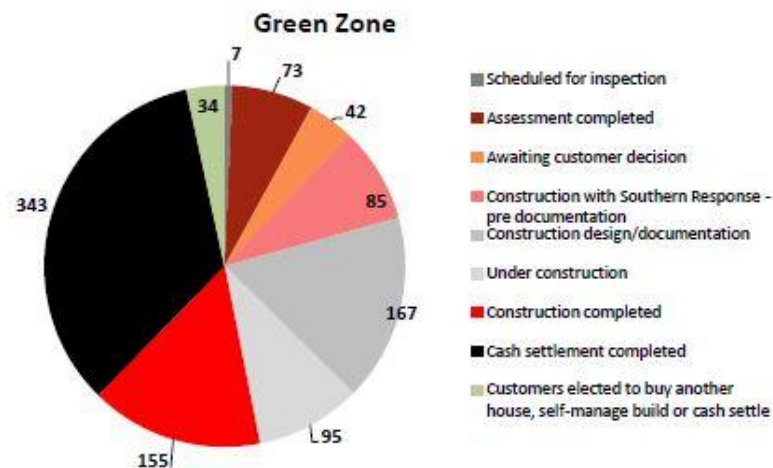


Progress to the end of April 2015

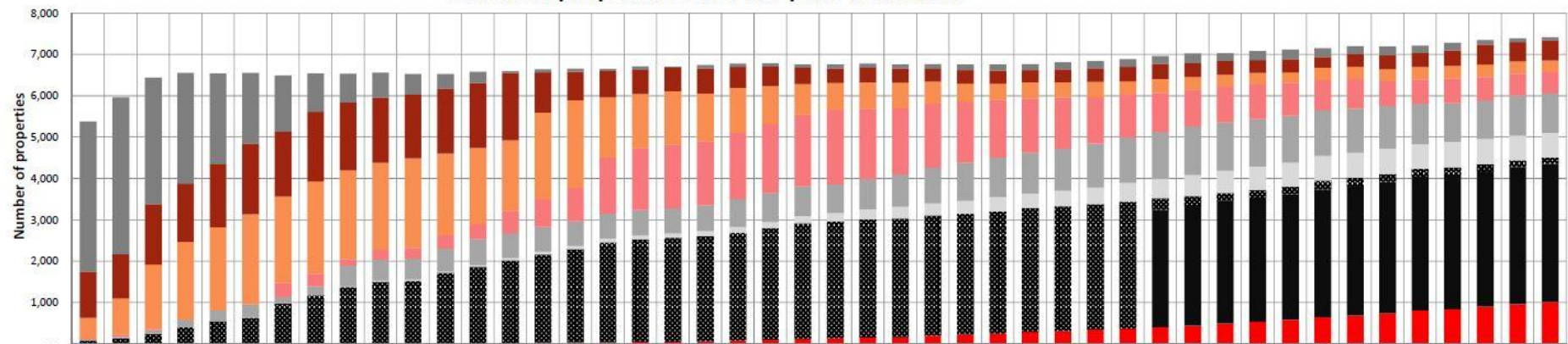
Over cap claims: Detailed analysis

Status Breakdown	Settlements Complete		In Progress	
Totals (at 30th April 2015)	4,359		2,205	
	Purchasing another house	1,681	Cash settlements in progress	152
			In design	
	Cash settlement	1,229	<i>Site considerations being reviewed, geotechnical, engineers, planning, design underway</i>	1,458
	Customer managed rebuild	438		
	Southern Response construction complete (rebuilt and repairs)	1,011		
			Under construction	
			<i>Construction contract signed, consent issued</i>	595
	<i>Subtotal rebuilds & repairs</i>	1,449		

Southern Response progress to end of April 2015	Green Zone ¹		Red Zone		TC1		TC2		TC3		Total		Movement from Last Month	Commentary
	Number of Properties	% completed	Number of Properties	% completed	Number of Properties	% completed	Number of Properties	% completed	Number of Properties	% completed	Number of Properties	% completed		
Notified to Southern Response	1,001	100%	2,158	100%	22	100%	1,221	100%	3,018	100%	7,420	100%	32	The number of claims Notified to Southern Response can increase or decrease as claims are determined as being over or under the EQC cap. More claims going under cap during the month than new claims notified results in a negative number of claims.
% of overall claims	13%		29%		0%		16%		41%		100%			
Assessments & Costings	994	99%	2,157	100%	22	100%	1,196	98%	2,981	99%	7,350	99%	47	Southern Response's approach has been to deal with assessments generally before moving to builds and hence the vast majority of assessments have been completed. This shows the percentage of over cap claims that have a completed assessment and costing. The number can reduce when properties that have been inspected later go under the EQC cap.
Offers to customers	921	92%	2,145	99%	18	82%	1,085	89%	2,678	89%	6,847	92%	18	The gap between the Assessments & Costings being completed and Offers to customers can be due to the DRA (detailed rebuild/repair analysis) being withdrawn for review or may be due to the time taken to prepare the offer to the customer. This percentage of over cap claims that have had an offer presented is shown as a percentage of over cap claims. Claims going under cap and customers electing to self manage their build can result in negative movement from the previous month.
Customer decisions made:	879	88%	2,131	99%	17	77%	1,026	84%	2,511	83%	6,564	88%	28	The gap between the Offers to customers and the Customer decisions made is an area of concern and one that Southern Response is addressing. This shows the percentage of over cap claims where the customer has made a decision.
1. Buy another house	162	16%	1,171	54%	1	5%	81	7%	327	11%	1,742	23%	3	Customers have elected to buy another house and supplied a sale and purchase agreement. The percentage of claims in this category is shown as a percentage of all over cap claims.
2. Cash settlement	181	18%	562	26%	6	27%	200	16%	360	12%	1,309	18%	26	Customers have elected to cash settle as policy option IV - Market Value. The percentage of claims in this category is shown as a percentage of all over cap claims.
3. Customer managed rebuild	34	3%	242	11%	-	0%	60	5%	113	4%	449	6%	- 2	Customers have elected to build another house without the involvement of Southern Response and have supplied a building contract. The percentage of claims in this category is shown as a percentage of all over cap claims.
4. Building with Southern Response	502	50%	156	7%	10	45%	685	56%	1,711	57%	3,064	41%	1	Customers who have elected to build with Southern Response. The percentage of claims in this category is shown as a percentage of all over cap claims. This number can go down if customers decide to cash settle during the design process.
													Movement from Last Month of customers who were in or completed this stage	
Design/documentation - Rebuilds	54	11%	2	1%	-	0%	56	8%	314	18%	426	14%	15	Customers who have elected to rebuild with Southern Response and are currently in the documentation process. The percentage of claims at this stage is shown as a percentage of Building with Southern Response claims. The number of properties in documentation can reduce when some customers who had chosen to rebuild with Southern response later decide to cash settle or when more properties complete design/documentation than enter this stage.
Design/documentation - Repairs	113	23%	1	1%	3	30%	127	19%	284	17%	528	17%	12	Customers who have elected to repair with Southern Response and are currently in the documentation process. The percentage of claims at this stage is shown as a percentage of Building with Southern Response claims.
Under construction - Rebuilds	45	9%	1	1%	2	20%	66	10%	319	19%	433	14%	23	Rebuild properties now under construction. The percentage of claims at this stage is shown as a percentage of Building with Southern Response claims.
Under construction - Repairs	50	10%	-	0%	2	20%	40	6%	70	4%	162	5%	15	Repair properties now under construction. The percentage of claims at this stage is shown as a percentage of Building with Southern Response claims.
													Movement from last month	
Construction completed - Rebuilds	45	9%	144	92%	-	0%	148	22%	265	15%	602	20%	36	Rebuild construction completed, with the percentage of claims at this stage shown as a percentage of Building with Southern Response claims.
Construction completed - Repairs	110	22%	-	0%	2	20%	154	22%	143	8%	409	13%	10	Repair construction completed, with the percentage of claims at this stage shown as a percentage of Building with Southern Response claims.
Total construction completed	155	31%	144	92%	2	20%	302	44%	408	24%	1,011	33%	46	Rebuild and repair construction completed, with the percentage of claims at this stage shown as a percentage of Building with Southern Response claims.
Fully settled claims	498	50%	2,103	97%	9	41%	612	50%	1,137	38%	4,359	59%	79	Fully settled claims are the sum of Cash settlements paid out and Southern Response-managed builds where construction is complete. The percentage of claims at this Fully settled claims stage is shown as a percentage of all over cap claims.



Status of properties over the past 46 months



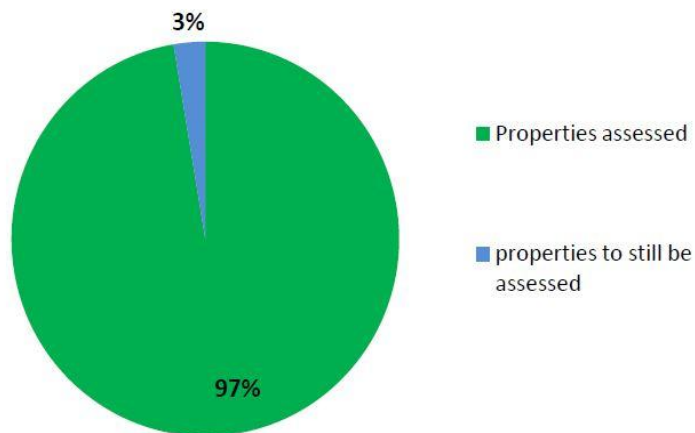
	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																
■ Scheduled for inspection	3,635	3,787	3,063	2,683	2,195	1,708	1,363	922	694	608	500	345	269	42	78	74	49	78	21	81	77	79	81	93	89	88	109	137	148	144	166	172	186	191	227	184	210	232	209	189	215	174	180	105	85	70																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																
■ Assessment completed	1,113	1,080	1,462	1,404	1,522	1,711	1,563	1,684	1,641	1,572	1,537	1,579	1,566	1,629	967	685	633	586	566	607	508	473	399	360	359	347	316	323	312	292	315	333	351	360	337	326	316	316	266	311	329	346	373	494	474	503																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																
■ Awaiting customer decision	511	868	1,550	1,882	2,013	2,181	2,094	2,234	2,143	2,105	2,169	1,976	1,845	1,710	2,101	2,125	1,459	1,310	1,294	1,156	1,085	916	735	658	630	618	531	440	397	394	368	363	328	339	307	294	274	258	298	295	293	294	300	307	293	283																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																
■ Construction with Southern Response - pre documentation	13	53	39	-	-	-	345	305	165	235	261	315	363	534	667	801	1,362	1,497	1,537	1,548	1,602	1,672	1,739	1,792	1,705	1,600	1,545	1,473	1,392	1,310	1,242	1,121	1,031	945	888	866	834	792	731	715	597	598	601	562	530	504																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																
■ Construction design/documentation	32	26	81	178	248	312	140	200	499	505	503	563	630	595	596	600	597	605	607	622	672	693	712	683	734	783	861	921	952	988	1,015	1,072	1,091	1,127	1,182	1,167	1,147	1,136	1,102	1,062	1,031	965	935	928	965	954																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																
■ Under construction	1	2	3	3	6	6	5	6	10	26	28	27	39	62	66	82	90	98	104	123	143	149	178	202	244	285	294	316	348	348	373	399	459	471	505	540	572	583	599	609	618	603	621	618	603	595																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																
■ Customers elected to buy another house, self-manage build or cash settle	78	146	244	407	557	638	982	1,185	1,379	1,506	1,525	1,712	1,854	2,006	2,135	2,252	2,419	2,484	2,518	2,548	2,606	2,700	2,792	2,833	2,853	2,864	2,906	2,919	2,960	2,998	3,018	3,034	3,066	287	235	192	194	177	210	193	192	184	174	164	158	152																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																
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Out of scope claims

Out of Scope properties as at 30th April 2015	
Properties assessed	21,053
properties to still be assessed	566
Total out of scope properties	21,619
Properties completed that didn't involve SR construction	11,774
Properties completed that did involve SR construction	7,135
Fully settled properties	18,909
In progress	2,144
Properties to still be assessed	566
Total out of scope properties	21,619

Some of these out of scope properties have multiple claims and/or multiple workstreams such as fences, driveways and swimming pools. In some cases, a partial cash payment may have been completed, or construction carried out, but until all workstreams and claims associated with the property are fully settled, the properties are recorded as being in progress.

**Out of Scope Assessment Progress
as at 30th April 2015**



**Out of Scope Progress
as at 30th April 2015**

